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ABSTRACT

As part of the program evaluation and review process at William Rainey Harper College (WRHC) in Illinois, a follow-up study was conducted of students who had enrolled in the college's Word Processing Program between summer 1989 and spring 1994. A survey was mailed to 500 former students, receiving a response rate of 37.6%. Study findings included the following: (1) 95% of Word Processing students were female; (2) their average age was 31.3, and 70% were over 21; (3) 38% were attempting to secure a new job, while 19% were improving their current job skills; (4) students' grade point average at WRHC was 2.99, and they had earned an average of 23 credit hours; (5) 78% had been enrolled for 2 or more years, and 42% had been enrolled at least 5 years; (6) 73% had taken advanced WordPerfect 5.1 and 51% had already taken DeskTop Publishing with WordPerfect 5.1; (7) students showed interest in future courses including Advanced WordPerfect 6.0 for Windows, Advanced WordPerfect 6.0 DOS, DeskTop Publishing with WordPerfect 6.0, and Advanced Microsoft Word for Windows; (8) two-thirds of the former students were employed full time, 19% were employed part time, and 4% were unemployed; (9) students' first full-time jobs paid an average of about $21,000 per year and first part-time jobs paid an average of $8.90 per hour; (10) mean salaries of current full-time jobs was $27,700, while the mean wage rate for current part-time jobs was $9.38 per hour; and (11) students rated the word processing courses as of high value and felt well prepared for their jobs. The survey instrument is included. (KP)

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Study of Former Students of the Word Processing Program

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JC 950 275

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ABSTRACT

The purpose of this study was to follow up former students in the Word Processing Program to examine their employment and continued education and evaluation of Word Processing courses.

A survey instrument developed jointly by the Office of Planning and Research and the Coordinator of the Word Processing Program was mailed to a sample of 500 former students who had enrolled in at least one Word Processing Course. After two mailings, 188 completed forms were received for a 38 percent response rate.

Results of the survey showed that students enroll in Word Processing courses for a variety of reasons and are above average in academic ability and tend to stay around Harper for a long time. A major reason is to keep up with new software versions and changes in technology. At present, most had taken WordPerfect 5.1 but wanted to take the 6.0 version in the future along with Microsoft Word for Windows. For the most part they could get the type of job they wanted in the location desired. Their current mean full-time annual salary was $27,700. They rated the Word Processing courses as of high value and felt well prepared for their jobs. They also offered constructive suggestions for improvement.

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Purpose

The purpose of this study was to follow up former students in Word Processing to examine their employment and continued education and their evaluation of Word Processing courses. This was part of the Program Review process and the study was requested by the Coordinator of Word Processing.

Methodology and Population Surveyed

The survey instrument shown in the Appendix was developed jointly by the Office of Planning and Research and the Coordinator of the Word Processing Program. The sample was developed by first drawing all 1,966 students from the student database who had enrolled in a Word Processing course between the summer of 1989 and the spring of 1994. From this population a random stratified sample of 500 was drawn insuring there was a reasonable number of students taking each of the courses in the program. After two mailings, 188 completed forms were returned for a response rate of 37.6 percent. In addition, information from the student database was collected on all 500 in the sample.

Profile of the Sample

Information on the student database indicated 5 percent were male and 95 percent were female. Eleven percent were minority (5% Asian, 2% Black, 3% Hispanic and 1% Foreign). Eleven percent reported some type of disability. Their average age was 31.3 at the time they entered Harper with 70 percent being 21 or older. Some 36 percent had transferred in credit from other colleges attended prior to enrolling at Harper College.

The reasons these students attended Harper varied. The largest segment (38%) were attempting to secure a new job while 19 percent were improving their current job skills. Another 17 percent were preparing to transfer while 12 percent were enrolled for personal interest and 9 percent were exploring possible fields of interest.

In terms of academic ability and performance, 35 percent were from the top quarter of their graduating class. Their average GPA at Harper was 2.99 and they had average earning 23 credit hours. Amazingly, 78 percent of the sample had been enrolled for two or more years and 42 percent had been enrolled at Harper at least 5 years. Finally, 16 percent had achieved a degree or certificate.

Discussion of Survey Results

In examining the Word Processing courses taken by the respondents, 73 percent had taken advanced WordPerfect 5.1 and 51 percent had already taken DeskTop Publishing with WordPerfect 5.1. In terms of their interest in future courses, the most popular topics are Advanced WordPerfect 6.0 for Windows, Advanced WordPerfect 6.0 DOS, DeskTop Publishing with WordPerfect 6.0 and Advanced Microsoft Word for Windows.

Preferences for times for courses indicated 71 percent liked week nights, 39 percent liked Saturdays, and 23 percent liked weekdays. Typically, students indicated they spent 4-5 hours per week on assignments outside of classtime. Some 89 percent said they had access to a

computer outside of Harper and 93 percent said computers were available most of the time in the open labs.

Among the 16 percent who completed some program at Harper, the most often achieved certificates or degrees were Office Re-Entry, Executive Secretarial AAS and AA degree. In the future, the most sought after certificates and degrees were Executive Secretarial AAS, the AA or the Business Transfer degree. However, a variety of other certificates were also listed as being aspired to.

Describing their employment situation, two-thirds of the respondents were employed full time and another 19 percent were employed part time while only 4 percent were unemployed searching for employment. Among those employed part time, 90 percent said this was the preferred option at this point in their life. Two-thirds of those employed were in jobs identical or closely related to word processing. In fact, 54 percent said they spent over half of their job time on word processing. There was a wide variety of reasons why persons were not working on jobs related to word processing. Almost all (over 90%) were employed in Harper's District or surrounding suburbs.

A wide variation in the size of firms exists for the employing organizations of these former students. Some 18 percent were in firms under ten employees while one third were employed for firms with over 1,000 employees. These former students found their jobs through a variety of means. Twenty-eight percent found their job through the newspaper, 17 percent used networking, 13 percent continued to work for the same firm as they were employed at while enrolled at Harper, 10 percent found their job through temporary employment agency assignments and 10 percent used regular employment agencies.

First full-time jobs - after Harper - averaged about $21,000 in annual salary while first part-time jobs averaged $8.90 per hour in wage rates. The mean annual salaries of current full-time jobs was at $27,700 while the mean wage rate for current part-time jobs was at $9.38 per hour. The most common job titles were Administrative Assistant, Secretary and Administrative Secretary.

The initial intent of these students indicated 17 percent were preparing to transfer and to date 15 percent have continued their education after leaving Harper. Thus this intent measure seems to be fairly accurate.

When asked what word processing courses were most helpful in their current situation, the most frequently nominated subjects were Basic WordPerfect 5.1, Advanced WordPerfect 5.1, and DeskTop Publishing with WordPerfect 5.1. Most (58%) found out about word processing courses through the semester schedule mailed to their home. In addition, 13 percent found out about word processing courses through a Harper counselor and 8 percent through friends and relatives.

These former students were asked how frequently and how well prepared they were to use various types of equipment, software and skills. The most frequent type of equipment used was the IBM/Compatible 486 and it was used between very often and often.

Discussion of Results (continued)

WordPerfect 5.1 was the most frequent (very often to often) software used and these former students reported they were very well to well prepared to use it. Other software used occasionally to often were specialized varieties, tables, DeskTop Publishing, merges and macros. These former students were generally well prepared to use these softwares. Among file management skills, changing directories was the skill most frequently used (often used) and these former students said they were well prepared for this task. Within electronic mail, sending and receiving messages was the skill most frequently used but it was done only occasionally and they were only somewhat prepared to undertake such activity.

There were ten possible courses former students could have taken and for everyone that they enrolled in they were asked to fill out a specific survey form evaluating that course. Almost all students said each of the courses covered areas they were interested in and would recommend the course to other students. They were also asked to list most useful topics but most said all the topics were useful but a few specific topics were listed. Former students also listed least useful topics - almost none listed - areas they would like to spend more time, suggestions for improvement of the course and then general comments on the course.

Finally for each course there were 14 statements made and students were asked to indicate if they agreed with the statement. For analysis purposes, we classify agreement as meaning more than 65 percent of the students in that class agreed with that statement. Mixed opinions meant that between 35 and 65 percent of the students in that class agreed with that statement and disagreement meant fewer than 35 percent of the students in that class agreed with that statement. Six statements produced almost unanimous agreement by the students (at most only one class showed mixed opinions). These statements were:

1- The instructor was knowledgeable and helpful.
2- The class was well organized.
3- The class will be helpful to the student on the job.
4- The amount of information presented was appropriate for the length of the course.
5- The class met the individual needs of the students.
6- Material was covered at an appropriate pace.

Several statements had mixed agreements in two to four of the courses and agreement in the others. They were:

7- Supplemental handouts were helpful.
8- There was the right balance between "hands on" and lecture.
9- The pretest helped prepare the student for the final exam.
10- The textbook was helpful.
11- Students were evaluated often enough.

One statement had mixed opinions in six courses and disagreements in the other four courses. It was:

12- Only one software package should be offered in each course section.

Discussion of Survey Results (continued)

The final two statements produced universal disagreement across all courses. They were:

13- There should be more graded assignments.
14- The course should have been self taught with an instructor available.

The course which produced the most disagreement and mixed opinion on these fourteen statements (7 mixed opinions and 3 disagreements) was SEC/203 - Proofreading and Editing.

Major Conclusions

Students enroll in Word Processing courses for a variety of reasons and are above average in academic ability and tend to stay around Harper for a long time. A major reason is to keep up with new software versions and changes in technology. At present, most had taken Word-Perfect 5.1 but wanted to take the 6.0 version in the future along with Microsoft Word for Windows. For the most part they could get the type of job they wanted in the location desired. Their current mean full-time annual salary was $27,700. They rated the Word Processing courses as of high value and felt well prepared for their jobs. They also offered constructive suggestions for improvement.

Follow-up Study of Former Students of Word Processing

Courses Former Students Are Interested in Taking in the Future	N	PCT of 188
Advanced WordPerfect 6.0 for Windows	48	25.5
Advanced WordPerfect 6.0 for DOS	45	23.9
DeskTop Publishing w/WordPerfect 6.0	44	23.4
Advanced Microsoft Word for Windows	37	19.7
DeskTop Publishing w/Word for Windows	28	14.9
DeskTop Publishing w/WordPerfect 5.1	25	13.3
WordPerfect 5.1 Macros	23	12.2
WordPerfect 5.1 Merges	22	11.7
WordPerfect 5.1 Tables	21	11.2
Proof Reading and Editing	21	11.2
Advanced WordPerfect 5.1	10	5.3
Survey of Word Processing Applications	9	4.8
EXCEL	2	1.1
d-Base	1	.5
Harvard Graphics	1	.5
Very advanced WordPerfect for Windows	1	.5
Beginning Microsoft Word	1	.5
CIS Classes	1	.5

Courses Already Taken or Currently Taking	N	PCT of 188
Advanced Word Perfect 5.1	137	72.9
DeskTop Publishing w/WordPerfect 5.1	96	51.1
WordPerfect 5.1 Tables	41	21.8
Proof Reading and Editing	35	18.6
WordPerfect 5.1 Macros	31	16.5
Survey of Word Processing Applications	20	10.6
Advanced Microsoft Word 6.0/Windows	4	2.1
LOTUS 1-2-3	3	1.6
DeskTop Publishing w/Word for Windows	2	1.1
Advanced WordPerfect 6.0 for DOS	1	.5
Advanced WordPerfect 6.0 for Windows	1	.5
DeskTop Publishing w/WordPerfect 6.0	1	.5
Keyboarding	1	.5
EXCEL	1	.5
DOS	1	.5
Windows	1	.5

Preferred Time	N	Percent of 188
Week Night	133	70.7
Saturday	73	38.8
Week Day	44	23.4

Week Day	N	Percent
Morning	16	45.7
All Day	12	34.3
Evening	5	14.3
Afternoon	1	2.9
Afternoon & Evening	1	2.8
Total	35	100.0

Preferred Days for Classes	N	PCT of 188
Saturday	65	34.6
Tuesday/Thursday	60	31.9
Wednesday	51	27.1
Thursday	51	27.1
Monday	49	26.1
Monday/Wednesday	47	25.0
Tuesday	47	25.0
Friday	25	13.3

Degree or Certificates Earned at Harper	N
Office Re-Entry Certificate	23
Executive Secretarial AAS	13
AA	11
Legal Secretary AAS	3
Certified Professional Secretary	3
Administrative Assistant Certificate	3
Secretarial Certificate	2
AS	2
Word Processing Certificate	2
Medical Transcriptionist	1
Medical Office Assistant	1
Supervisory Management	1
Legal Tech Certificate	1
Payroll	1
Pharmacy Technology	1

Hours Per Week Spent on Computers
Outside Class Doing Class Assignments

Number of Hours	N	PCT
0	6	3.7
1	14.5	8.8
2	35	21.4
3	24.5	14.9
4	17	10.4
5	10	6.1
6	11.5	7.0
7	12	7.3
8	9.5	5.8
9	1	.6
10	11.5	7.0
12	1	.6
15	7.5	4.6
18	2	1.2
20	1	.6
Total	164	100.0

Median Hours Per Week 4 Mean Hours Per Week 5

Week Night	N	Percent
All Evening	126	90.0
Early Evening	14	10.0
Total	140	100.0

Saturday	N	Percent
Morning	41	56.9
All Day	26	36.1
Afternoon	3	4.2
Mid-day	1	1.4
Evening	1	1.4
Total	72	100.0

Degrees or Certificates Interested In Completing in the Future	N
Interested but undecided about field	19
Executive Secretarial AAS	11
AA	6
Business Transfer	6
Legal Tech Certificate	4
Computer Information Systems	4
Administrative Assistant Certificate	3
Secretarial Certificate	3
Computer Science	2
Word Processing Certificate	2
Nursing	2
General Office Certificate	2
Personal Goals	2
Accounting Aide Certificate	1
Office Re-Entry Certificate	1
Marketing AAS	1
Legal Secretary AAS	1
Business Information Management	1
Supervisory Management Certificate	1
Art	1
Certified Professional Secretary	1
Sports Medicine	1
Medical Transcriptionist	1
Would like one but being expelled	1

Access to Computer Outside Harper College	N	PCT
Yes	166	89.2
No	20	10.8
Total	186	100.0

Computer Student Has Access to Outside Harper			
IBM	37	Packard Bell 486	1
IBM Compatible	22	Compac 286	1
IBM 286	4	Compac 486	1
IBM 386	8	Hewlett Packard	1
IBM 486	8	Hewlett Packard Vectra	1
IBM 486 DX 266	4	Gateway	1
IBM PS/I	2	Gateway 386	1
IBM PS/II	2	NCR 486	1
IBM 525SX	2	Samsung	1
MacIntosh	7	Tandy 3000	1
Apple II E	3	UNISYS	1
Packard Bell	7	Epson	1
Packard Bell 386	4	Intel	1
Zenith	2	Valve Point	1
Compac	4	Compudyne 486	1
WYSE	1	MYODA	1
COMPU ADD	1	Laser 286	1

Availability of Computer in Labs	N	PCT
- Most of the time	146	93.0
- Some of the time	10	6.4
- Almost never	1	.6
Total	157	100.0

Current Situation	N	PCT
- Employed full time	124	66.3
- Employed part time	36	19.3
- Enrolled in College/not employed	3	1.6
- Not employed but searching	8	4.3
- Not employed/raising a family	7	3.7
- Not employed for another reason	9	4.8
Total	187	100.0

Why Former Students Were Employed Part Time	N	PCT
Preferred P/T at this time of life	30	85.7
Needed P/T to stay in College	1	2.9
Part-Time Job paid well	1	2.8
Preferred F/T but P/T only way to remain in field	2	5.7
Preferred F/T but only accept-jobs were too far away	1	2.9
	35	100.0

Location of Current Employment	Distance Index	N	PCT
Harper District	0	94	53.0
Surrounding Suburbs	1	55	34.0
Downtown Chicago	2	7	4.3
Farther Out Suburbs	2	4	2.5
40-100 miles/in Illinois	3	0	0
More than 100 away in Illinois	4	0	0
Out of State	5	2	1.2
Total		162	100.0
Mean Distance Index	.54		

Relatedness of Job to Word Processing	N	PCT
Identical	39	24.1
Closely Related	69	42.6
Somewhat Related	32	19.7
Not Related	22	13.6
Total	162	100.0

Percent of Time Doing Tasks Related to Word Processing	N	PCT
75 - 100 percent	47	29.0
50 - 75 percent	41	25.3
25 - 50 percent	28	17.3
5 - 25 percent	33	20.4
Less than 5 percent	13	8.0
Total	162	100.0

If Job Does Not Include Word Processing Tasks, Why Not?	N	PCT
- Found a job closer to home	5.5	19.6
- Found a job which pays more	4.5	16.0
- Found a job which is more enjoyable	4	14.3
- Was not a word processing major	4	14.3
- Use a terminal but use very specialized software packages	2	7.1
- Work for temporary agency and most jobs assigned do not use word processing skills	2	7.1
- Job does not call for word processing	1	3.6
- People in organization do their own word processing	1	3.6
- Is seeking advancement	1	3.6
- Is seeking a word processing job	1	3.6
- Found an evening job when spouse can care for children	1	3.6
- Job uses E-mail skills a lot	1	3.6
Total	28	100.0

Did Student Take Word Processing To Help With Volunteer Work	N	PCT
Yes	15	8.6
No	159	91.4
Total	174	100.0

Size of Office Skilled Staff	N	PCT
Under 10 employees	50	32.5
10 - 49 employees	28	18.2
50 - 99 employees	9	5.9
100 - 199 employees	14	9.1
200 - 499 employees	15	9.7
500 - 999 employees	15	9.7
Over 1,000 employees	23	14.9
Total	154	100.0

Size of Employer	N	PCT
Under 10 employees	28	18.1
10 - 49 employees	14	9.0
50 - 99 employees	11	7.1
100 - 199 employees	12	7.7
200 - 499 employees	27	17.4
500 - 999 employees	11	7.1
1,000 or more employees	52	33.6
Total	155	100.0

First Job Full-Time

Annual Salary Rate	N	PCT
Under $7,000 per year	1	1.4
$7,000 - $8,999	0	0
$9,000 - $9,999	0	0
$10,000 - $11,999	1	1.4
$12,000 - $14,999	11	15.7
$15,000 - $19,999	19	27.2
$20,000 - $24,999	20	28.6
$25,000 - $29,999	16	22.9
$30,000 - $34,999	1	1.4
$35,000 - $39,999	0	0
$40,000 - $50,000	0	0
Over $50,000	1	1.4
Total	70	100.0
Median Annual Salary	$20,750	
Mean Annual Salary	$21,064	

First Job Part-Time

Hourly Wage Rate	N	PCT
$4.82 - $5.76 per hour	2	6.3
$5.77 - $7.20 per hour	8	25.0
$7.21 - $9.61 per hour	12	37.5
$9.62 - $12.01 per hour	8	25.0
$12.02 - $14.41 per hr.	1	3.1
$14.42 - $16.82 per hr.	0	0
$16.83 - $19.22 per hr.	0	0
$19.23 - $24.04 per hr.	1	3.1
Total	32	100.0

Median Wage Rate = $8.41
Mean Wage Rate = $8.90

Current Job Full-Time

Annual Salary	N	PCT
$15,000 - $19,999	17	14.9
$20,000 - $24,999	37	32.5
$25,000 - $29,999	30	26.3
$30,000 - $34,999	12	10.5
$35,000 - $39,999	6	5.3
$40,000 - $50,000	7	6.1
Over $50,000	5	4.4
Total	114	100.0
Median Annual Salary	$25,500	
Mean Annual	$27,719	

Current Job Part-Time

Hourly Wage Rage	N	PCT
$4.33 - $4.80 per hr.	2	5.7
$4.81 - $5.76 per hr.	2	5.7
$5.77 - $7.20 per hr.	7	20.0
$7.21 - $9.61 per hr.	10	28.6
$9.62 - $12.01 per hr.	9	25.7
$12.02 - $14.41 per hr.	2	5.7
$14.42 - $16.82 per hr.	1	2.9
$16.83 - $19.22 per hr.	1	2.8
$19.23 - $24.04	1	2.9
Total	35	100.0

Median Wage Rate = $9.97/hourly
Mean Wage Rate = $9.38/hourly

College Attendance Since Leaving Harper	N	PCT
- Did not attend any other college	124	84.4
- Took a few courses	5	3.4
- Now enrolled in a bachelor's degree program	10	6.8
- Already achieved a bachelor's degree	8	5.4
Total	147	100.0

Classes Attended for a Few Courses Since Leaving Harper

- Did not specify
- Vocational Education
- Psychology
- Early Childhood - related coursework - Master's Degree

Majors Enrolled in While Working on a Bachelor's Degree

- Working on Associates
- Paralegal Certificate
- Computer Science
- Working Towards Masters with Computer Science
- Transferring to NIU
- Have degree, working on Legal Tech Certificate
- Business Administration
- Marketing Communications
- Did not Specify
- Undecided

Majors in Which Student Earned a Bachelor's Degree

- Master's in rehabilitation
- Sociology
- Administration Studies
- Communications
- Communication and Business Administration
- Cinema and Photography
- Biology/Philosophy
- Math - had degree before coming to Harper

For Those Attending Another College After Leaving Harper, SEC Classes Which Transferred

- SEC Classes taken later
- All
- WordPerfect 5.1
- Was not in a degree program
- Took them afterwards
- None - 2
- None - credit hours were not enough, but I may be able to test out of business computers class since in all my Harper classes I received A's.

How Helpful Were Word Processing Classes	Most Helpful	Least Helpful	Net
- WordPerfect 5.1 Basic	104	4	100
- Advanced WordPerfect 5.1	63	1	62
- DeskTop Publishing with WordPerfect 5.1	47	5	42
- Word for Windows	13	4	9
- Tables - WordPerfect	12	3	9
- Survey Word Processing Software I	9	1	8
- LOTUS 1-2-3	13	7	6
- WordPerfect Windows	9	3	6
- WordPerfect Merges	7	3	4
- Key Boarding	6	3	3
- Advanced Macros	4	1	3
- Executive Machine Transcription	3	0	3
- All Word Processing Courses	2	0	2
- Multi-mate	2	1	1
- Word Processing for Micros	1	0	1
- Survey Word Processing Software II	1	0	1
- EXCEL	1	0	1
- Automated Office	1	0	1
- Graphics	1	1	0
- Display Write	0	1	-1
- Reading	0	1	-1
- Ventura	0	1	-1
- Works	0	1	-1
- Introduction to Secretarial Administration	0	1	-1

How Helpful Were Word Processing Classes (cont'd)	Most Helpful	Least Helpful	Net
- DOS	1	3	-2
- Paradox	0	2	-2
- d-Base	0	2	-2
- Wang	0	3	-3
- WordStar	0	3	-3
- Proofreading and Editing	1	5	-4

How Word Processing Students Found Their First Job After Leaving Harper College	N	PCT
- Newspaper	30	27.8
- Networking	18.5	17.1
- Same job as when enrolled at Harper	14	13.0
- Temporary job agency	11	10.2
- Employment agency	11	10.2
- Harper faculty	7.5	6.9
- Applied in person	4	3.7
- Harper Job Placement Service	4	3.7
- Internship	4	3.7
- Re-Entry Program	4	3.7
Total	108	100.0

How Student Found Out About Word Processing Classes	N	PCT
- Harper newspaper schedule	53	57.6
- Harper counselor	12	13.0
- Friend/Relative	7	7.6
- Harper College Catalog	4	4.3
- Secretarial Program at Harper College	3	3.3
- Office Re-Entry Program at Harper College	3	3.2
- Employer	2	2.2
- Woman's Program	2	2.2
- High School Counselor	2	2.2
- Called Harper College	1	1.1
- Therapist	1	1.1
- Computer Information Systems Program	1	1.1
- High School Teacher	1	1.1
Total	92	100.0

Current Job Title	N	Current Job Title	N
Administrative Assistant	30	Contract Manager	1
Secretary	22	Airline Reservations	1
Administrative Secretary	18.5	Bookkeeper	1
Sales Account Manager	10	Engineer	1
Clerk Typist	9	Credit Manager	1
Executive Secretary	6	Program Coordinator	1
Legal Secretary	6	Telemarketing	1
Computer Technician	5	Grocery Cashier	1
Word Processor	4	Lunch Supervisor	1
Office Manager	4	Student Aide	1
Customer Service Associate	3	Physician	1
Temporary Secretary	2	Data Processing/Temporary	1
Medical Transcriptionist	2	Bank Teller	1
Business Owner	2	Regional Manager Portfolio Mgmt.	1
Purchasing Agent	2	Loan Counselor	1
Executive	2	Project Administrator	1
Teacher	2	Work Station Analyst	1
Property Manager	2	Postal Service Employee	1

Frequency of Use and Preparedness for Equipment Software and Skills

Computer Equipment	N	Mean Frequency Index*	Mean Preparedness Index**
IBM Compatible 486	96	1.85	1.79
IBM Compatible 386	99	2.10	1.80
IBM Compatible 286	76	2.70	1.90
Word Processing Software			
WordPerfect 5.1	159	1.80	1.42
Other Software	28	2.32	2.38
WordPerfect 5.1 Tables	118	2.53	1.99
WordPerfect 5.1 DeskTop Publ.	122	2.85	2.22
WordPerfect 5.1 Merges	112	2.87	2.12
WordPerfect 5.1 Macros	106	2.91	2.38
Microsoft Word/Windows 2.0	100	3.47	3.33
WordPerfect 6.0 for Windows	94	3.55	3.54
WordPerfect 6.0 for DOS	96	3.60	3.48
Microsoft Word/Windows 6.0	96	3.61	3.70
WordPerfect Office	89	3.66	3.61
MicroSoft Works	94	3.73	3.65
Display Write 4	92	3.92	3.90
MicroSoft Word 5 for DOS	88	3.93	3.83

File Management Skills	N	Mean Frequency Index*	Mean Preparedness Index**
Change Directories	151	2.05	1.77
Copy/Move Files - Floppy Disks	147	2.30	1.86
Directories/Sub-Directories	149	2.30	1.99
Copy/Move Files - Hard Disk	147	2.35	2.00
Format Disks	149	2.38	1.82
Remove Directories	142	2.42	1.96
Electronic Mail			
Send/Receive Mail Messages	144	2.97	2.85
Schedule Appointments/Mtgs.	140	3.18	2.92
Maintain Electronic Calendar	140	3.44	3.12

* Frequency Index: 1 = Very Often 2 = Often 3 = Occasionally 4 = Never

** Preparedness Index: 1 = Very well 2 = Well 3 = Somewhat 4 = Not Prepared

Other Software Used	N
EXCEL	2
LOTUS 1-2-3	2
MacIntosh Word	2
Office for MAC	1
MacWrite I	1

Other Comments

- I was employed at Harper and taught these classes. I am currently teaching full time at College of DuPage in Office Careers.
- Three and a half hours - once a week - classes preferred. I do temporary work - company size varies - usually larger. Just bought some of the word processing software listed.
- I cannot answer the questions from No. 26 on because I finished at Harper last week.
- WordPerfect class 6.0 Windows would be helpful. 5.1 WIN with Multiple Software version was not helpful. Independent study computer s/w is not helpful.
- Very recently left job. All questions after No. 12 are answered with regard to my last employment.
- Prefer classes once a week. Just started a new position - in previous position 50-70 percent at least.
- I would like to see Harvard Graphics, Windows utilization. I am sure I do not use 75 percent of my Window applications.
- Never use the computer labs. I was employed before taking a course at Harper. Salary is none of your business. I only took two classes. I had a job before attending Harper. This was stupid. Next time check your records to see what classes were taken and what not. Was employed before, during and after Harper at the same job.
- I am sorry I cannot help much. I find it very difficult to get a job for women over 40 - computer skills or not.
- What the heck does "Preparedness" mean?
- My main concern at this time is to complete my course. I have the rest of my life to be working full time - no need to rush it. I can always go back to school to further my education in the need arises.

Other Comments (cont'd).

- I took a WordPerfect course out of curiosity. I am retired and have been for at least five years after doing secretarial work for more than 40 years. We do not have a computer at home which I found was essential for practice. Therefore, I did not continue and will not. Please remove my name from your mailing list -- thank you.
- I am a graduate of the Office Re-entry Program and I loved it! Thanks to Dale Herrick and Kathy Mindrup.
- Have enjoyed all courses I have taken at Harper. Feel I have not been too helpful here as I am not in the workforce. Just enjoy using the computer for personal and club work. Too involved in such the past year and a half to attend classes. Hope to start again by Spring semester 1995.
- Since I was already at retirement age when I took this course and the economic crunch happened at the same time, there was no temporary work available for an older person. I just retired and use my knowledge for personal and volunteer work.
- After taking WordPerfect classes, my company choose to standardize to Microsoft Word.
- I like the way Mr. Zilkowski taught the class. I got the most out of his class in WP. I would like to thank the wonderful teachers at Harper College for all of their help. When I started at Harper College I did not know how to type well and I did not know how to turn a computer on. I really feel good about how I did thanks to them. As a matter of fact I am kind of shocked to see myself doing these things. I would have never believed that I would be able to do the things on the computer that I am doing now. Harper College is a wonderful school and I tell everyone how great it is. Thank you so much -- It is a miracle!
- All of my word processing classes have given me great opportunities.
- Harper has the least expensive, best courses over anyone. I highly recommend them to everyone. The teachers are great. I have had two friends take them from my recommendation. Could you branch out into more the graphics programs other than WordPerfect?
- Also took LOTUS
- Harper has been a wonderful source of learning for me. Teachers have been excellent and I plan to return soon.
- Also took EXCEL Macros
- Have not used File Management since I took classes.
- My courses were excellent - also noters - I took courses at Harper not to be left in the dust in our computer world. I wanted to take a DOS course but the class I could take - timewise - was canceled.
- The following response to No. 30 to your survey reflects a student who did not complete WordPerfect 5.0 due to:
    1- Frustration in having to use WP5.0 text with computers programmed for WP5.1
    2- A new part-time job in a floral company
    3- A need to gain speed at the keyboard
    4- No computer at home to practice at my convenience
    5- My realizing at my "senior age" I would not be starting in a low-paying office career.

  Presently I am unemployed - outside the home.

SEC/133 -- Word Processing Software I -- 121 Responses

Did Course Cover Areas Student was Interested In	N	PCT
Yes	115	98.3
No	2	1.7
Total	117	100.0

Would Student Recommend Course to Other Students	N	PCT
Yes	93	98.9
No	1	1.1
Total	94	100.0

Statements Which Were True for Students in Course	N	PCT of 117
Instructor was knowledgeable and helpful	108	92.3
Amount of information presented was appropriate for the length of the class	105	89.7
Material was covered at an appropriate pace	102	87.2
Pre-test helped student prepare for final exam	102	87.2
Class has met the student's individual needs	100	85.5
Class was well organized	99	84.6
Supplemental handouts were adequate	97	82.9
Class provided the right balance between "hands on" & lecture	93	79.5
This class will be helpful to me in my job	90	76.9
The textbook was appropriate and useful	88	75.2
Student's work was evaluated often enough	74	63.2
Only one software should be offered in each section	48	41.0
There should be more graded assignments	11	9.4
The course should have been self-taught w/instructor available	8	6.8

Most Useful Topics	N
All topics	45
Merges	11
Macros	6
Tables	6
Basic WordPerfect	5
Built Self Confidence in computer knowledge	2
Formatting	2
DOS	2
Letter Format	2
Footers	2
Search and Replace	1
To Compose Resume	1
Gen'l Info/Sec. Program	1
Codes and Ordering	1
Window Features	1
Cannot remember	1
Bibliographies	1
College parts	1
Business parts	1
Addressed labels	1
Image consultants	1
Mock interviews	1
Blocking	1
Moving	1
Outlines	1
Headers	1
Everything Student Used	1
Columns	1
Margins	1
Eager to Learn More	1

Least Useful Topics	N
None	26
Ones Never Used on	3
Styles	2
Search and Replace	1
Decimal Tabs	1
Index	1
Table of Contents	1
Cross Referencing	1

Areas Students in SEC/133 Would Have Liked to Spend More Time On

	N		N
Macros	15	Lab was too cold	1
Merges	11	Graphics	1
All areas covered enough	10	LOTUS Windows	1
File Management	3	AML PRO	1
Spend More Time on Everything	2	Directories	1
WordPerfect 6.0/Windows	1	WordPerfect	1
Electronic Mail	1	How to make envelopes	1
Teach Course/16 week format	1	Memorandums	1
More lecture from instructor	1	Current business letter writing	1
More help from instructor	1	More "hands on"	1
Advanced features	1	DeskTop Publishing	1
Tabs	1	Windows Applications	1

Suggestions for Improvement of Course/Instructor

- No suggestions -- 7
- Be warm and open to new students. Some students were already well versed. He took from those of us who were new and had no idea they could handle word processing.
- No, I liked the format for 133.
- Some instructors were more patient and thorough
- Instructor should be more readily available for questions/problems. Student/teacher ratio was deplorable. Suitable for only "quick studies".
- Bettie Folik provided an excellent foundation for me in WP and enabled me to educate the rest of my office co-workers in Word Processing environment.
- Learn more of WP5.1 in advanced classes and regular WP5.1.
- Pre-test and final should have been proof read better and presented in a better format.
- Maybe have this course be a 16-week course with the beginning and advance level I right after the other.
- Lecture could have been longer for the length of class and time of night. Lots of free time to work and with the computer available at home I felt some time was wasted working at school.
- The class should have been more instruction by a teacher instead of a self-taught structure.
- Mr. Zilkowski is the best instructor for WP and Dale Herrick is the best program coordinator. They are the best teachers I have ever met. I wished I could have had them for all courses.
- Instructor a little too impatient.
- To move at a faster pace - very remedial - beginning course.
- Limit class from 12-15 students. Instructors time is spread too thinly among students when help is needed - longer class time.
- More practical office type worksheets.
- Typing should be done before class so that the class time can be used to begin the different topics instead of using valuable class time to teach typing.
- Class should be worth at least two credits.
- As I said before, at least one lab aide so the instructor does not have to go crazy. If there is one instructor and 16 students, think about just how much help you get.

Suggestions for Improvement of Course/Instructor (cont'd)

- Introduce some concepts of advanced word processing - envelopes, i.e., basics with the complements, letters with envelope or label generation after a merge.
- I felt sort of lost in this class. Not enough help and too fast paced.
- Continue to be patient
- Slower pace
- When teaching two softwares causes too much confusion teacher is pushed for time. She tried to do the best she could.
- Very pleased the way it was taught to someone new to computers.
- More time for responding to questions relating to material we are learning.
- More computer time in class.
- The teacher was wonderful - interesting and helpful - she knew her material.
- Instructor needs to understand disability - need more time for test. She failed my course because I was not finished with my exam.
- Dale Herrick and Kathy Mindrup were both wonderful and cared so much about all of us.
- She was an excellent instructor - because of family obligations, illness, I could not complete the course.
- Yes, a list of available equipment which would expedite routine office work more efficiently.
- I believe there are too many WordPerfect classes when there are a lot of companies.
- Have more lecture time.
- Use more handouts, less textbook due to cost.

General Comments

- The class that was extremely worthwhile was the 8-week class. The class that was telescoped into Friday evening and all day Saturday was not particularly beneficial. I don't recall which class was which.
- Certain teachers were better than others - more explanation, more warmer.
- I don't want open entry for requirement. Please note -- Data Base should be taught on main campus as it is requirement for degree.
- Re: only one software should be offered in each class section -- this would allow the teacher to be focused on one topic. Not 3 or 4 going on at the same time.
- This questionnaire should have been sent out immediately after completing the course. I don't remember the specifics of the course content after all this time has passed. Also, didn't we fill out evaluations the last day of class that asked many of these same questions? Why don't you utilize the information from those evaluations instead of asking us to fill out these similar forms again - 2-3 years later?
- Don't remember any of this.
- The textbook was appropriate and useful - Instruction could be clearer.

Topics in Course They Found Helpful on the Job

- This is a beginning course - everything taught is necessary.
- All of WP and proofing and editing.
- Have used most often.
- My WordPerfect knowledge since the company I am working for was converting to Word-Perfect from Multi-Mate. I am considered the WP Pro at work thanks to Harper.
- Yes, all topics, had no knowledge of WP5.1 at all.
- Formatting.
- General computer navigation

Topics in Course They Found Helpful on the Job (cont'd)

- I use the information learned in this class everyday of my business life. Cannot live without it.
- Just knowing Basic WP5.1.
- Planning office day was excellent - we should learn to deal with more interruptions like real office world.
- Tables, simple merging etc., - mail merging letters, etc.
- None - 3
- All of it -- 3
- I do not work - just use it for my own enjoyment.
- Additional knowledge always important in temporary work.
- Everything - I used WordPerfect to create letters on a volunteer job. The course covered the commands necessary to do this and the instructor was terrific. She gave me the confidence to explore WordPerfect capabilities not covered by the course.
- Prepared me for my present position.
- I use most of the topics I studied every day.
- I am sure that all of the topics will eventually be needed.
- Yes, Basic WordPerfect
- All word processing
- I was totally foreign to it before I started - everything was helpful.
- Taught me all computer basics that are necessary to know on all computers.
- Merge - macros.
- Yes, use of WP programs.
- I use the table feature a lot for sales reports.
- Merges - creating letters - sending them to vast number of customers on one database.
- As we do not have software like this at all -- this is to prepare me for job change.
- All applications were used.
- Yes, everything covered in the class.
- Merging allowed time saving and fields allowed personalizing each letter.
- Business letters.
- Merge - all
- No specific one but all around use has increased my efficiency and allowed me to help co-workers with their use of WP5.1.
- Tables - I use them many times a day.
- Probably everything.
- Everything was helpful
- Increased my knowledge.
- Almost everything
- Assisted me in getting into present position which required WP5.1 experience. Stress reveal codes -- I benefited greatly by instructor's insistence on knowing "reveal codes".
- All topics are helpful in my job because it gave me the knowledge and concept of computers. What I use is not WordPerfect but I can adapt because of what I have learned.
- Almost everything - mostly format.
- The field trip to Motorola helped to see a modern office. The mock interviews really helped to prepare us for the real thing.
- Office Re-entry program.
- WordPerfect - Bold and underlines
- I knew nothing about WordPerfect - learned everything I need to do my job.

Topics in Course They Found Helpful on the Job (cont'd)

- All of WP
- As a legal secretary, I use my DeskTop Publishing skills frequently on many documents.
- Letters - tables - labels - envelopes - maintaining address lists - I work for H.R. and do rejection letters up to 150 plus at different times.
- Tables are invaluable.
- Yes, they all helped. For once, I had taken the classes I was able to get temporary assignments through my temporary agencies, making me more hireable, upping my income potential considerably.

SEC-141 -- WORD PROCESSING SOFTWARE II -- 20 RESPONSES

Did Course Cover Areas Student was interested in	N	PCT
Yes	18	100.0
No	0	0
Total	18	100.0

Would Student Recommend Course to Other Students	N	PCT
Yes	14	93.3
No	1	6.7
Total	15	100.0

Statements Which Were True for Students in Course	N	PCT of 117
The instructor was knowledgeable and helpful	12	80.0
The amount of information presented was appropriate for length of course	11	73.3
The material was covered at an appropriate pace	11	73.3
The textbook was appropriate and useful	11	73.3
Pre-test helped me prepare for final exam	11	73.3
This class will be helpful to student on job	10	66.7
The class was well organized	10	66.7
The class has met the student's individual needs	9	60.0
Supplemental handouts were adequate	9	60.0
This class provided the right balance between "hands on" & lecture	7	46.7
Student's work was evaluated often enough	6	40.0
Only one software should be offered in each class section	3	20.0
The course should have been self taught with instructor available	1	6.7
There should be more graded assignments	1	6.7

Most Useful Topics	N
Do not remember	3
All of the topics	3
DisplayWrite 4	1
Textbook	1

Least Useful Topics	N
All topics were useful	1
Cannot remember	1

Areas Students Would Like to Have Spent More Time On	N
Enough time was spent on each topic	2
Spend more time on all topics	1
More on software - less on keyboarding	1
Merge	1
Graphics	1
Tables	1

Topics in Course Student Found Helpful On the Job

- Use WordPerfect in job
- Did not specify
- I can now do many of my reports on the computer that were previously done by hand.
- All of the topics were helpful in that I worked through a temporary agency. This made me more hireable and increased my hourly wage.

Suggestions for Improvement of Course/Instructor

- Teach - don't supervise the typing pool.
- Take more time.
- Do not mix people in courses. The instructor spent the majority of her time with the WordPerfect people because they had the largest number of people to train. We worked at our own pace with the textbook. The teacher was very good though!
- More lecture time would be appreciated.

General Comments

- The print in the books was ridiculously small.
- There were only two of us in class for MicroSoft Word. Everyone else was in for WordPerfect.
- Do not remember! This was too long ago.

SEC-150 -- WORD PROCESSING SOFTWARE APPLICATIONS -- 28 RESPONSES

Did Course Cover Areas Student Was Interested In	N	PCT
Yes	24	96.0
No	1	4.0
Total	25	100.0

Would Student Recommend Course to Other Students	N	PCT
Yes	24	96.0
No	1	4.0
Total	25	100.0

Statements Which Were True for Students in Course	N	PCT of 26
The instructor was knowledgeable and helpful	23	88.5
Supplemental handouts were adequate	23	88.5
The amount of information presented was appropriate for length of course	21	80.8
The class will be helpful on job	20	76.9
The class was well organized	20	76.9
The class met student's individual needs	20	76.9
The material was covered at an appropriate pace	19	73.1
The class provided the right balance between "hands-on" and lecture	17	65.4
Pre-test helped student prepare for final exam	17	65.4
The textbook was appropriate and useful	13	50.0
The student's work was evaluated often enough	11	42.3
Only one software should be offered in each class section	5	19.2
There should be more graded assignments	3	11.5
The course should have been self-taught with instructor available	2	7.7

Most Useful Topics	N
DOS	7
All topics	4
Do not remember	3
Electronic Mail	1
WordPerfect	1
Grammar Check	1
Class Discussion	1

Least Useful Topics	N
All were useful	2
RightWriter	2
DOS	1
Graphics	1

Areas Students Would Like To Have Spent More Time On	N
Enough time spent on each topic	4
DOS	2
Merges	1
More "hands on"	1

Topics in Course Student Found Helpful On the Job

- DOS
- General overview helped
- All
- DOS basics and computer basic information
- General topics
- E-Mail is used every day format and copying disk.
- All topics in this course helped me with the job because it gave me an overview of it so that I have some basic understanding of it.
- How to use my computer

Suggestions for Improvement of Course/Instructor

- Allow more time
- No suggestions
- Need some pre-requisite
- This was a Friday night - Saturday morning class. It went too fast for me and covered more than I could comprehend in that short of time.
- Kathy Mindrup was great.

General Comments

- Do not remember any of this.
- There were so many topics in the amount of classroom it began to be a little overwhelming on the second day of each weekend.
- Good, as an overview.
- Do not remember.
- Student did not answer any questions on this survey.
- Too long ago to remember any details.

SEC-200 -- ADVANCED WORD PROCESSING TECHNIQUES -- 51 RESPONSES

Did course Cover Areas Student Was Interested In	N	PCT
Yes	50	100.0
No	0	0
Total	50	100.0

Would Student Recommend Course to Other Students	N	PCT
Yes	46	97.9
No	1	2.1
Total	47	100.0

Statements Which Were True for Students in Course	N	Percent of 48
This class met student's individual needs	45	93.8
The material was covered at an appropriate pace	42	87.5
This class provided the right balance between "hands-on" and lecture	42	87.5
The class will be helpful on student's job	42	87.5
Supplemental handouts were adequate	42	87.5
Pre-test helped student prepare for final exam	42	87.5
The amount of information presented was appropriate for the length of class	41	85.4
The instructor was knowledgeable and helpful	40	83.3
The class was well organized	37	77.1
The textbook was appropriate and useful	36	75.0
Student's work was evaluated often enough	35	72.9
Only one software should be offered in each class section	23	47.9
There should be more graded assignments	7	14.6
The course should have been self-taught with instructor available	6	12.5

Most Useful Topics	N
All topics	12
Tables	8
Merges	7
Macros	5
Envelopes	3
Cannot remember	3
Directories	3
Shortcut Keys	2
Labels	2
Desktop Publishing	2
Graphics	2
Formatting	1
Date Code	1
Outline set-up	1
Sorting	1
File Management	1
Columns	1
Proofreading & Correcting	1
Lotus	1

Least Useful Topics	N
All were useful	8
Equation Editor	3
Formulas	2
Grab Feature	1
Capturing WordPerfect Screen	1
Tables	1
Numeric Computations	1
DOS	1

Areas Students Would Like to Spend More Time On	N
- All areas covered adequately	7
- Graphics	2
- Sorting	1
- Simulation	1
- Ceacon Hill	1
- Textbooks	1
- User Boxes	1
- Font sizes	1
- How to set up on preprinted documents	1
- Labels	1
- Cover everything more	1
- Merges	1

The Topics in Course Student Found Helpful on the Job

- All -- 6
- All enabled me to perform more tasks confidently.
- As in 93 above, all we used regularly in my business I could not function without them.
- Everything
- All of it prepared me for my job.
- Use tables and merges often.
- I do use it in writing newsletters, etc., for groups I serve in church, etc.
- Mostly everything taught is used.
- Labels - envelopes.
- Merge features were helpful.
- Merging, creating directories, and sub-directories, tables.
- Just general day to day responsibilities.
- No specific one - just an enhanced understanding.
- Every topic except formulas helped organize files and speed productivity.
- Better understanding of WordPerfect 5.1
- Labels - yes - I needed to learn how to merge a primary document and secondary document on to labels.
- Teacher gave lots of hints and showed us importance of using and working within the reveal codes - and looking for our errors there.
- The whole course.
- I have used everything I learned at one time or another in my job. I put graphics in every possible document I create.
- Letter merges, tables, and columns.
- Keyboarding
- All at one time or another.
- Creating documents and tables, and LOTUS setting up spreadsheets.

Suggestions for Improvement of Course/Instructor

- Instructor I had was terrible - she was very uninterested - seemed to be one page ahead of us.
- More time - perhaps 10 weeks instead of cramming it in eight.
- None -- 3
- Kathy Mindrup did an excellent job. Her handouts are at the office - always available as a resource.
- Teach more about macros - how to use their wording to create special brackets, etc.
- Have students with difficulties come back or see them after class instead of holding up the class presentations to accommodate an individual.
- Too short of class for material covered - needed maybe 2 or 3 more sessions.
- The class is set up just fine. Any more detail has to be done in other classes.
- The material was very good. The instructor I had seemed somewhat unsure of herself, knowledge wise.
- Instructor was great.
- I had Sue Schneider and felt she knew all there was to know about assisting me. Bravo!
- I took Intro WP5.1 summer 1993, Advanced WP5.1 early fall 1993, and signed up but later dropped WP5.1 Intermediate early winter 1994. Three courses in 9 months and they all required 3 different text books! Why not one textbook for all 3 courses with relevant "hand-out" sheets?

General Comments

- This questionnaire should have been sent out immediately after completing the course. I do not remember the specifics of the course content after all this time has passed.
- Do not remember.
- This questionnaire should have been sent out immediately after completing the course. Also, didn't we fill out evaluations the last day of class that asked many of these same questions? Why didn't you utilize the information from those evaluations instead of asking us to fill out these similar forms again, 2-3 years later?
- This class was substituted for another class I had previously taken.

SEC-201 -- ADVANCED FEATURES IN WORD PROCESSING -- 71 RESPONSES

Did Course Cover Areas Student Was Interested In	N	PCT
Yes	64	97.0
No	2	3.0
Total	66	100.0

Would Student Recommend Course to Other Students	N	PCT
Yes	66	100.0
No	0	0
Total	66	100.0

Statements Which Were True for Students in Course	N	Percent of 66
The instructor was knowledgeable and helpful	63	95.5
The amount of information presented was appropriate for length of class	59	89.4
Pre-test helped student prepare for final exam	58	87.9
Supplemental handouts were adequate	57	86.4
The class was well organized	55	83.3
This class has met student's individual needs	54	81.8
This class provided the right balance between "hands on" and lecture	53	80.3
The textbook was appropriate and useful	53	80.3
The material was covered at an appropriate pace	52	78.8
Student's work was evaluated often enough	51	77.3
This class will be helpful to student on the job	50	75.8
Only one software should be offered in each class section	23	34.8
There should be more graded assignments	10	15.2
The course should have been self taught with instructor available	3	4.5

Most Useful Topics	N
All topics	24
Tables	11
Macros	6
Merges	6
Preparing resumes	2
Labels	2
Tabs	2
Sorting	2
Term Papers	1
Coverage & emphasis on procedures	1
Windows	1
Directories	1
DeskTop Publishing	1
Envelopes	1
Indexes	1
Cannot remember	1
Letters	1

Least Useful Topics	N
All topics useful	14
Outlines	3
Macros	1
Envelopes	1
Selecting	1
Graphics	1
Cross Reference	1
Indexes	1
Sorting	1
Tables of Content	1

Areas Students Would Have Liked to Spend More Time On	N		N
All areas covered adequately	9	Fire Management	1
Tables of Content	1	Columns	1
Outlines	1	Merges	1
Calculations	1	Labels	1
Macros	1	Graphics	1
Shortcuts	1	Tables	1

The Topics in Course Student Found Helpful on the Job

- All topics
- Yes - it made my work appear more professional.
- DeskTop Publishing - I prepared a monthly newsletter.
- General computer navigation
- Just knowing Basic WordPerfect 5.1
- Tables and labels were used in my job as a volunteer for manuals and mass mailings.
- Tables - they come in very useful for numerous projects.
- All of the topics will eventually be needed.
- They all furthered my ability to understand and utilize the software for my personal life and my job.
- Merges and macros.
- Tables - indexes, T of C tabs.
- Yes, they apply directly to what I do - document assembly, mass mailings, sorting.
- All of them - 3
- I am not using the computer professionally yet.
- All applications were used.
- Do not use WordPerfect.
- Tables - sorting
- Macros - merges
- Everything
- No, sad to say. I took a job not using my skills.
- Merging and all aspects of this class are useful - labels, envelopes.
- Macro - setting up for certain packages - Graphics - use a lot.
- I sometimes have to make tables using WordPerfect when I prepare memorandums.
- Yes - use of the mouse and windows.
- Not employed.

Suggestions for Improvement of Course/Instructor

- Did not care for the textbook - preferred another I had from a previous class.
- I think advanced and tables are learned by simply following step-by-step instruction. Students need to first try to think how will I accomplish this task - then discuss why, why not. Then give out instructions. It is not imbedded in brain. Anyone should be able to follow step by step instructions.
- Instructor should be more readily available for questions/problems. Student/teacher ratio was deplorable - only suitable for "quick studies".
- Learn more of WP5.1 in advanced classes and regular WP5.1

- No - excellent as it is.

Suggestions for Improvement of Course/Instructor (continued)

- I think that this could have been a 16-week course.
- Kathy used her time wisely and lectures and hands-on went real well. Great instructor.
- Cover graphics as used in creating tables so we won't have to take another course. (DeskTop Publishing) just to learn how to create a border.
- None - the instructor was excellent - he definitely has a way of helping a student learn. I cannot believe I can do all of these things - I am very happy.
- Need to at least introduce columns problem. Also incorporate more macros, and merges and make these subjects available at night -- Please.
- Too much out-of-class time expected to complete assignments. When I took the courses there were not enough laser printers to accommodate all the students, hence the need for more out-of-class homework and the need to come back to campus to "try" to get an open computer during open lab time.
- Slow pace for students who understood the material.
- Week 6 had too much material, more time on macros.
- Yes - for some reason, the instructors go at lightening speed with the result that most all of what you do in class is pound out keystrokes, you don't have any idea of what you are doing or why. A lot more explanatory material - both in lectures and on handouts would be immensely helpful.
- No
- Class should be worth at least two credits.
- I felt course was too fast paced. Book was difficult to follow.
- Instructor was excellent. She should teach "all" computer classes.
- Build in more time for answering questions, responding to those of us with "fogged thinking"!
- A little smaller class so instructor has more time to help.
- More demonstration on computer.
- No - the class and instructor were great.
- More knowledgeable people in the lab for respective course.

General Comments

- I would recommend this course to other students but I would like to see format revised.
- It was 1-1/2 years ago that I finished the course - next time get to the individual sooner.
- If only one software were offered in each class section this would allow for the teacher to be focused on only one subject at a time. More handouts can be given out. You never know when you will go to them for a resource. I felt that the class could have been given a pre-test than a mid-form, then the final. I think that it could of been neat if our printed daily assignments could have been graded.
- Will take this course in the fall.
- Instructor is needed to teach - not so much grading but maybe a teacher's approval of work would be fine. I have text anxiety. It is too much pressure. I can do the work.
- This questionnaire should have been sent out immediately after completing the course. I do not remember the specifics of the course content after all this time has passed. Also, didn't we fill out evaluations the last day of class that asked many of these same questions? Why didn't you utilize the information from those evaluations instead of asking us to fill out these similar forms again, 2-3 years later?

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General Comments (continued)

- I have chosen to take these computer classes at Harper to increase my computer skills and to work myself back into the working world. I am currently a mom raising two boys. Therefore my schedule changes with the seasons and their activities. I have been taking courses that you offer at times that fit into our family scheduling. I currently work as a lunch supervisor for District No. 54 between the hours of 11:00 a.m. - 1:00 p.m. This has been a very valuable job choice as I am in touch with my children's environment. My husband's job takes him traveling frequently which also limits my "study time". At this time I would like to reassure you I have not left Harper College to pursue a career or change colleges. I have been dropped from the DeskTop Publishing w/WordPerfect 5.1 three times due to lack of enrollment. At each time I have been offered other classes that were still available. At one time I chose LOTUS 1-2-3 open entry. The other two times the courses that were available were not appropriate for our family schedule. Therefore, I will continue to be a Harper student as often as our schedules coincide. I have enjoyed all the classes I have taken and I feel good about what I have learned. I have been able to put into practice what I have learned in my PTA responsibilities and helping my husband prepare his weekly reports. I am looking forward to becoming an active student at Harper again some time soon.
- I would recommend this course to other students depending on needs of person who was asking for recommendation.
- Perhaps I would recommend this course to other students. I think there is better software to do this.

SEC-202 -- DESKTOP PUBLISHING USING WORD PROCESSING -- 54 RESPONSES

Did Course Cover Areas Student Was Interested In	N	PCT
Yes	53	100.0
No	0	0
Total	53	100.0

Would Student Recommend Course to Other Students	N	PCT
Yes	49	100.0
No	0	0
Total	49	100.0

Statements Which Were True for Students in Course	N	Percent of 52
Supplemental handouts were adequate	44	84.6
The amount of information presented was appropriate for the length of the class	43	82.7
This class met student's individual needs	43	82.7
The instructor was knowledgeable and helpful	43	82.7
This class provided the right balance between "hands-on" and lecture	42	80.8
The textbook was appropriate and useful	42	80.8
The class was well organized	41	78.8
The material was covered at an appropriate pace	39	75.0
Student's work was evaluated often enough	38	73.1
This class will be helpful to student on job	35	67.3
Pre-test helped student prepare for final exam	31	59.6
Only one software should be used in each class section	21	40.4
The course should have been self taught with instructor available	5	9.6
There should be more graded assignments	4	7.7

Most Useful Topics	N		N
All topics were useful	20	Creating Test	1
Graphics	6	Invitations	1
Newsletters	3	Resume writing	1
Columns	3	Text boxes	1
Changing fonts	2	Rotation	1
Lines	2	Newspaper layouts	1
Shading	2	Textbook was great resource	1
Importing graphics	1	Merges	1
Changing graphics	1	Tables	1
Positioning graphics on page	1	Head-ups	1
Stationary heading	1		

- Nothing found not useful

Areas Students Would Like to Spend More Time On	N
More time on all topics	5
Graphics	4
Where to place codes so they do not interfere with text	1
Lines	1
Parallel Columns	1
Newspaper columns	1

Topics in Course Students Found Helpful on the Job

- Not yet, maybe in the future.
- No, but the class was interesting.
- Creating newsletter - I had to do one monthly.
- General computer navigation.
- I liked having the portfolio.
- Graphics - I do a lot of work with graphics.
- Graphics - fonts
- Yes - I create newsletters and this was a most excellent class for that.
- All DeskTop basics.
- Fonts
- Kind of because this is the kind of thing I would like to have as a career.
- All of them.
- All - tables, graphics, etc.
- Short cuts
- Creating brochures and newsletters.
- I do not use word processor every day but I use the table feature, the merge, and the resource book.
- No, as yet not using this at current job. This course for preparation of job change.
- The resume, I did in this class and my portfolio helped me get the job.
- I do not use DeskTop Publishing at my job.
- All - doing bulletins, etc.

Suggestions for Improvement of Course/Instructor

- Nothing for my instructor, Mary Ellen Peterson. She was great. I cannot think about anything for the course either.
- Instructor should be more readily available for questions/problems. Student/Teacher ratio was deplorable. Only suitable for "quick studies".
- There should be advanced DeskTop Publishing.
- Instructor was extremely helpful in advising and helping with problems from work and suggesting different methods to get a desired output.
- Too much material to be learned in such a short period of time.
- Some in the class had difficulty keeping up - I did not.
- More serious instructor - would not take a course if she was the instructor.
- Instructor goes too fast and does not speak loudly enough. Feel like you are just blowing out keystroke without knowing why or to what purpose. Need more information as to purpose of what you are doing and how it can help in other ways.
- Should be worth two credits.
- None - Ms. Peterson was outstanding.
- The book was too wordy and not easy to eye or for reference or for learning new applications. The instructor presented some material way too fast and assumed we were familiar with material. She taught and expected us to implement too many things at once. There was not enough one-on-one time with her. Third of classtime was to wait for her help. This is indicative of not going over material thoroughly so students had a working understanding. She would help and tell you what to do to fix the error instead of ask questions so student could learn. I felt it was very frustrating and if I was called to utilize this software again that I did not "learn" it at all. It was merely to get through the class. Very disorganized in presentation of topic to be taught. Instructor not clear, concise or speaking audibly. Too lasse faire!

Suggestions for Improvement of Course/Instructor (continued)

- One problem person took up all of the instructors time - DeskTop Publishing.
- Kathy Mindrup made this class the most fun and creative class I took at Harper.
- The class and instructor were very good.
- More handouts - less textbook.

General Comments

- I would like to apply knowledge to 6.0.
- I would like to see you offer MicroSoft Word for McIntosh.
- Only if they were required to know a graphics package to create such things for the job. I have forgotten a lot of what I was taught since I have taken the class.
- I felt the class was very informative and stimulating.
- If I would recommend this course to others is questionable - maybe if different instructor.
- I have been taking classes since 1989 and don't remember details from these courses.
- Well done job.
- Instructor - it seemed as if it was a night out for her - not organized - not an instructor. It was very frustrating. It was actually self-taught. System ran out of memory too often.
- I would recommend this class - yes and no - depending on the mentality of person and his/her needs.
- Disorganized teacher 5.1. Someone in our class did not know keyboard.
- An elderly maiden aunt took sick and I was unable to complete this course. I also want to express my ability to work for a temporary agency was through and because of the classes I took this, in turn, led to my full-time job. My work at Harper made me job ready. I was taught by competent teachers and think highly of the school and will continue. I am enrolled for summer school class.

SEC-203 -- PROOFREADING AND EDITING -- 21 RESPONSES

Did Course Cover Areas Student Was Interested In	N	PCT
Yes	18	90.0
No	2	10.0
Total	20	100.0

Would Student Recommend Course to Other Students	N	PCT
Yes	14	87.5
No	2	12.5
Total	16	100.0

Statements Which Were True for Students In Course	N	Percent of 19
This class was helpful to student on job	15	78.9
The class was well organized	15	78.9
The instructor was knowledgeable and helpful	14	73.7
Student's work was evaluated often enough	13	68.4
The amount of information presented was appropriate for the length of the class.	12	63.2
The textbook was appropriate and useful	12	63.2
Supplemental handouts were adequate	12	63.2
This class met student's individual needs	10	52.6
Pre-test helped student prepare for final exam	10	52.6
The material was covered at an appropriate pace	9	47.4
The class provided the right balance between "hands on" and lecture	8	42.1
There should be more graded assignments	1	5.3
Only one software should be offered in each class section	0	0
The course should have been self taught with instructor available	0	0

Most Useful Topics	N
All were useful	5
Speed-reading on screen	4
Proofreading	2
English usage	2
Handouts listing rules	1
Nothing useful	1

Least Useful Topics	N
Grammar Check	1
Memorizing letters, numbers	1
Textbook very poor	1

Areas Students Would Like to Have Spent More Time On	N
- Eye exercise	1
- Merging	1
- Techniques	1
- Proofreading	1
- Textbook Material	1

Topics in Course Student Found Helpful On the Job

- All - use everyday.
- Look closely at the paragraph and to understand what they are trying to say.
- English usage, proofreading.
- The eye strength and proof reading because I use a computer and send out letters.
- Most of the "comma" rules. All grammar rules.
- Proofreading
- Yes - important to proofread every piece of correspondence. Reflects not only on persons, but department and company - School District.
- Knowing where to put the punctuation.

Suggestions for Improvement of Course/Instructor

- Too many tests - In the second half of course sometimes we had 3 or 4 tests in one week.
- It would be nice to have some certification as a proofreader. If the class could be extended to accomplish this it would be helpful.
- Try to keep everyone together for a learning experience.
- While doing the editing I was confused with all the rules.
- Very intelligent instructor - excellent overall.
- Spend more time learning in the text.
- This class confused me on grammar more than helped me. The book went with too many ridiculous situations.

General Comments

- For persons who would utilize it in work place.
- I would recommend this topic for other students, but not the teacher.

SEC-204 -- MACROS FOR WORD PROCESSING -- 11 RESPONSES

Did Course Cover Areas Student Was Interested In	N	PCT
Yes	10	100.0
No	0	0
Total	10	100.0

Would Student Recommend Course to Other Students	N	PCT
Yes	10	100.0
No	0	0
	10	100.0

Statements Which Were True for Students in Course	N	Percent of 10
The instructor was knowledgeable and helpful	10	100.0
Supplemental handouts were adequate	10	100.0
The amount of information presented was appropriate for the length of the class	9	90.0
The class provided the right balance between "hands on" and lecture	9	90.0
The class was well organized	9	90.0
The class met the student's individual needs	8	80.0
The material was covered at an appropriate pace	8	80.0
Student's work was evaluated often enough	8	80.0
This class will be helpful to student on job	7	70.0
The textbook was appropriate and useful	7	70.0
Pre-test helped student for final exam	7	70.0
Only one software should be offered in each class section	4	40.0
The course should have been self taught with the instructor available	2	20.0
There should be more graded assignments	2	20.0

Most Useful Topics	N
All topics were useful	1
Using comment code special search technique	1
Nesting macros	1
Soft macro keyboards	1

Areas Students Would Like to Have Spent More Time On	N
More time on each topic	2

No Non-useful topics

Topics in Course Student Found Helpful on the Job

- All - was able to create - very useful macros.
- All - I can do my job better.
- Definitely has made my job easier with the use of macros.
- Everything that was taught in class I use daily.

General Comments

- Teacher was Great!

Suggestions for Improvement of Course/Instructor

- The textbook we used was out of date.
- Students should be placed with other students at the same skill level.
- No instructor was very knowledgeable and well organized.
- Would like to learn more or even a refresher on advanced macros. Now that I know them and now I want to use them.
- None - keep up the good work.

SEC-205 -- USING TABLES IN WORD PROCESSING -- 24 RESPONSES

Did Course Cover Areas Student Was Interested In	N	PCT
Yes	23	95.8
No	1	4.2
Total	24	100.0

Would Student Recommend Course to Other Students	N	PCT
Yes	22	95.7
No	1	4.3
Total	23	100.0

Statements Which Were True for Students in Course	N	Percent of 24
The amount of information presented was appropriate for for length of course	22	91.7
The class met student's individual needs	21	87.5
This class provided the right balance between "hands on" and lecture	20	83.3
This class will be helpful to student on job	20	83.3
The instructor was knowledgeable and helpful	20	83.3
The class was well organized	20	83.3
The material was covered at an appropriate pace	19	79.2
Supplemental handouts were adequate	19	79.2
Pre-test helped student prepare for final exam	15	62.5
Textbook was appropriate and useful	14	58.3
Students work was evaluated often enough	13	54.2
Only one software should be offered in each class section	9	37.5
There should be more graded assignments	5	20.8
The course should have been self taught with instructor available	4	16.7

Most Useful Topics	N
All topics were useful	10
Math capabilities	2
Rotate text in a table	1
Creating forms from tables	1
Fax cover sheets	1
Brochures	1
How to design a resume	1
Graphics in table	1

Areas Students Would Have Liked To Have Spent More Time On	N
Put graphics in tables for newsletter	2
Creating forms from tables	1
Fax Cover sheets	1
Brochures	1
Math in tables	1
Merging in table	1
Moving information to and from tables	1

-- Only comment on what was not useful was one comment saying some of course was a repeat of a previous course.

Topics in Course Student Found Helpful on the Job

- I use tables almost every day on the job. This class was the most useful. I have taught other people (co-workers) how to use the tables.
- All - I create all the company forms and tables has helped. Also, I use tables for many of the monthly reports.
- Tables in general.
- I liked having portfolio.
- Newsletters, organizational charts, surveys.
- Yes, I do the things described.
- Sorting in tables.
- Merging information into tables.
- For volunteering - it helped me do our school directory.
- Instructor gave us a FAX macro which I use today - incorporated tables and macros.
- Using tables all the time for presentations.
- Yes - I do not remember.

Suggestions for Improvement of Course/Instructor

- More projects to take home and practice not necessarily for the grade - just different projects.
- Students should be placed with other students at the same skill level. Class was slowed down when students did not understand instructors.
- Slow down - would like to have more information on other ways to use what was taught.
- This was my favorite computer class. I learned a lot from this course. I would encourage others to take this course.
- Should be worth two credits.
- I was not crazy about this instructor - not as organized or efficient as others.
- I feel people should have macro class before table class.
- There should be groupings of lessons from which the students could choose a required number of groupings. The student could choose which groups of lessons would directly apply to their job and skip those which they will never use. I find the teachers are usually too brainy and cannot bring themselves to the level of simple application.

General Comments

- Would recommend this course to others depending on whether the person could tolerate doing the material at warp speed.

SEC-206 -- USING MERGES IN WORD PROCESSING -- 13 RESPONSES

Did Course Cover Areas Student Was Interested In	N	PCT
Yes	11	91.7
No	1	8.3
Total	12	100.0

Would Student Recommend Course to Other Students	N	PCT
Yes	11	91.7
No	1	8.3
Total	12	100.0

Statements Which Were True for Students in Course	N	Percent of 12
The instructor was knowledgeable and helpful	12	100.0
The class was well organized	11	91.7
The amount of information presented was appropriate for length of class	10	83.3
The material was covered at an appropriate pace	10	83.3
This class met student's individual needs	10	83.3
This class provided the right balance between "hands on" lecture	10	83.3
This class will be helpful to student on job	10	83.3
Supplemental handouts were adequate	9	75.0
The textbook was appropriate and useful	8	66.7
Pre-test helped student prepare for the final exam	8	66.7
Student's work was evaluated often enough	8	66.7
Only one software should be offered in each class section	3	25.0
The course should have been self taught with instructor available	1	8.3
There should be more graded assignments	0	0

Most Useful Topics	N
All topics useful	4
Sorting and selecting	1
Merge to a table	1
Selective merging	1
Did not learn enough to know	1

Least Useful Topics	N
Merge at the keyboard	1
Programmed paragraphs	1
Most topics were not useful	1

Topics Student Would Have Liked to Have Spent More Time On	N
If not blank and else codes	1
Labels	1
Name Tags	1
Creating signs	1
Seeing applications of exercises to real world	1
Sorting	1

Topics in Course Student Found Helpful on the Job

- All - I am more efficient in the job that I do. I also can assist other secretaries in their job.
- Paragraph - Sort - Labels
- All Topics
- I use merges each day for mailings, letters, etc.
- All topics taught are used daily.

Suggestions for Improvement of Course/Instructor

- Students should be placed with other students at the same skill level.
- Yes, create new files for both primary and secondary files for each assignment not just modify a current file.
- Yes, get another instructor. One who will go slower and explain the practicality of what is being done. Explanation of how tests were to be conducted was absolutely miserable.
- None - keep up the good work.

General Comments

- Dropped due to lack of time.

LONGITUDINAL DATA OF SEC STUDENTS

STUDENTS TAKING SEC DURING FALL '89 THRU FALL '93

SEC.XLS OCTOBER 10, 1994

(REG SEM 8903-9303)

Fall thru Fall:	1989-1993	
ENROLLMENT	500 Sample	
AVE GPA	2.99	
AVERAGE CUMULATIVE:		
HOURS ATTEMPTED	22.71	
HOURS EARNED	23.02	
Summer thru Spring:	1984-1987	
	TOTAL	PCT
GENDER		
MALE	24	4.8%
FEMALE	476	95.2%
UNKNOWN	0	
AVE AGE	31.3	
AGE UNDER 21	152	30.5%
AGE 21 & OVER	346	69.5%
REGISTERED UNTIL :		
1 SEMESTER ONLY	25	5.3%
FOLLOWING SPRING	33	7.0%
FOLLOWING YEAR	47	10.0%
2 to 4 YEARS LATER	167	35.5%
5 YEARS OR MORE	199	42.3%
TRANSFERRED IN FROM:		
4 YEAR SCHOOL	115	23.0%
2 YEAR SCHOOL	67	13.4%
REASON FOR ATTENDING:		
FUTURE JOB	159	38.3%
IMPROVE JOB SKILLS	78	18.8%
EXPLORE COURSES	38	9.2%
PREPARE FOR TRANS.	70	16.9%
REV BASIC SKILLS	5	1.2%
PERSONAL INTEREST	49	11.8%
OTHER INTENT	16	3.9%

LONGITUDINAL DATA OF SEC STUDENTS

SEC.XLS OCTOBER 10, 1994

STUDENTS TAKING SEC DURING FALL '89 THRU FALL '93

Summer thru Spring:	1984-1987 TOTAL	PCT
HIGH SCHOOL RANK		
1ST QUARTER	108	35.3%
2ND QUARTER	113	36.9%
3RD QUARTER	77	25.2%
4TH QUARTER	8	2.6%
RANK UNKNOWN	194	
DEGREE INTENT: (Since 1984)		
DEGREE	117	33.3%
CERTIFICATE	59	16.8%
NO DEGREE	175	49.9%
ATHLETIC INVOLVEMENT (Since 1984)		
INVOLVED	1	0.3%
NOT INVOLVED	350	99.7%
DISABILITY:		
DISABLED	55	11.0%
NOT DISABLED	445	89.0%
RACE/ETHNIC:		
ASIAN,PACIFIC IS.	25	5.3%
AMERICAN INDIAN	0	0.0%
BLACK AMERICAN	9	1.9%
HISPANIC AMERICAN	15	3.2%
OTHER MINORITY	0	0.0%
WHITE AMERICAN	424	89.3%
FOREIGN STUDENT	2	0.4%
REFUSED/UNSPECIFIED	25	
DEGREE EARNED:		
NO	420	84.0%
YES	80	16.0%
DEGREE STATUS BY HOURS:		
NO DEGREE	420	
LESS THAN 24	315	75.0%
BETWEEN 24-35	52	12.4%
BETWEEN 36-47	22	5.2%
48 OR MORE	31	7.4%
DEGREE EARNED	80	
48 OR MORE	60	75.0%
UNDER 48	20	25.0%
TYPE OF MAJOR		
CAREER	217	43.7%
TRANSFER	279	56.1%
ADULT ED	1	0.2%

APPENDIX

- Cover Letter

- Survey Instruments

William Rainey Harper College
1200 West Algonquin Road
Palatine, Illinois 60067-7398
708-397-3000

Spring 1994

Dear Student:

At this time, Harper College is following students who took at least one Word Processing Course between the fall of 1989 and the fall of 1993. We would like to know what your are now doing, your evaluation of Harper and the specific courses you took.

In order for Harper College to properly evaluate itself and continue to improve quality of service to students, it is essential to have good information on its students. Your responses to this survey are completely confidential. Your answers will only be used when they are combined with responses of other students. The number on the survey enables us to remove your name from the mailing list when your completed response is received. This saves the cost of unnecessary second mailings and you the bother of receiving a second copy of the survey in addition to a follow-up telephone call to non-respondents.

We greatly appreciate your taking the time to respond to this questionnaire and look forward to receiving your comments. When it comes to Harper, **YOU ARE THE EXPERT!**

Very truly yours,

John A. Lucas

John A. Lucas, Director
Office of Planning and Research

jc
Enclosure/s

_____

1- What courses are you interested in taking at Harper in the future?

_____ A. Advanced WordPerfect 5.1
_____ B. Advanced WordPerfect 6.0 for DOS
_____ C. Advanced Microsoft Word 6.0 for Windows
_____ D. Advanced Word Perfect 6.0 for Windows
_____ E. WordPerfect 5.1 Macros
_____ F. WordPerfect 5.1 Tables
_____ G. WordPerfect 5.1 Merges
_____ H. Desktop Publishing w/WordPerfect 5.1
_____ I. Desktop Publishing w/WordPerfect 6.0
_____ J. Desktop Publishing w/Word for Windows
_____ K. Proofreading and Editing
_____ L. Survey of Word Processing Applications

2- What courses have you already taken or are currently taking at Harper?

_____ A. Advanced WordPerfect 5.1
_____ B. Advanced WordPerfect 6.0 for DOS
_____ C. Advanced Microsoft Word 6.0 for Windows
_____ D. Advanced Word Perfect 6.0 for Windows
_____ E. WordPerfect 5.1 Macros
_____ F. WordPerfect 5.1 Tables
_____ G. WordPerfect 5.1 Merges
_____ H. Desktop Publishing w/WordPerfect 5.1
_____ I. Desktop Publishing w/WordPerfect 6.0
_____ J. Desktop Publishing w/Word for Windows
_____ K. Proofreading and Editing
_____ L. Survey of Word Processing Applications

3- What day of the week is convenient for you to take a course at Harper? Courses meeting once a week meet for 3-1/2 hours, those meeting twice a week meet for 1 hour and 40 minutes each session. Feel free to check (x) more than one.

_____ A. Monday/Wednesday
_____ B. Tuesday/Thursday
_____ C. Wednesday
_____ D. Thursday
_____ E. Monday
_____ F. Tuesday
_____ G. Friday
_____ H. Saturday

4- What time of day is convenient for you to take a course at Harper College?

_____ A. Weekday starting no earlier than _____ a.m. and ending by _____.
_____ B. Weeknight starting no earlier than _____ p.m. and ending by _____.
_____ C. Saturday starting no earlier than _____ and ending by _____.

5- Have you completed a certificate or degree at Harper College? If so, what?

_____

6- Are you interested in completing a certificate or degree at Harper? If so, what?

_____

7- Approximately how many hours did you spend on a computer outside of class doing class assignments? _____

8- *Do you have access to a computer outside of Harper?*

_____ A. *Yes*
_____ B. *No*
_____ C. *If yes, what type*_____

9- *When using one of the computer labs, was there a computer available for your use?*

_____ A. *Most of the time*
_____ B. *Some of the time*
_____ C. *Almost never*

10- *What is your current situation? Check (x) one.*

_____ A. *Employed full time*
_____ B. *Employed part time*
_____ C. *Enrolled in college - not employed*
_____ D. *Not employed but searching for employment*
_____ E. *Not employed - raising a family*
_____ F. *Not employed by choice for another reasons*

11- *If you are employed part time - why? Check (x) one.*

_____ A. *I prefer part time at this time in my life.*
_____ B. *I would prefer full time but working part time was the only way I could remain in my field.*
_____ C. *I would prefer full time but the only acceptable full-time jobs were too far away.*
_____ D. *I would prefer full time but no acceptable full-time jobs were available. What made them unacceptable?*_____
_____

12- *Where are you now employed? Check (x) one.*

_____ A. *In Harper's District*
_____ B. *Surrounding suburbs*
_____ C. *Downtown Chicago*
_____ D. *Farther away suburbs*
_____ E. *40-100 miles away in Illinois*
_____ F. *More than 100 miles away in Illinois*
_____ G. *Out-of-State*

13- *How related is your job to Word Processing? Check (x) one.*

_____ A. *Identical*
_____ B. *Closely related*
_____ C. *Somewhat related*
_____ D. *Not related*

14- *At your present job, how much time is spent doing tasks related to Word Processing? Check (x) one.*

_____ A. 75% - 100%
_____ B. 50% - 75%
_____ C. 25% - 50%
_____ D. 5% - 25%
_____ E. 0%

15- *If your job does not include Word Processing tasks, why not? Check (x) one.*

_____ A. *Found a job I enjoy more.*
_____ B. *Found a job which pays more.*
_____ C. *Found a job which is closer to home.*
_____ D. *Other reason for employment in a job unrelated to major at Harper.*
_____
_____

16- *Did you take courses to help with volunteer work?*

_____ A. Yes
_____ B. No

17- *How large is the company or employer you work for? Check (x) one.*

_____ A. Under 10 employees
_____ B. 10 - 49 employees
_____ C. 50 - 99 employees
_____ D. 100 - 199 employees
_____ E. 200 - 499 employees
_____ F. 500 - 999 employees
_____ G. 1,000 and more employees

18- *How many office skilled employees work at your employers? Check (x) one.*

_____ A. Under 10 employees
_____ B. 10 - 49 employees
_____ C. 50 - 99 employees
_____ D. 100 - 199 employees
_____ E. 200 - 499 employees
_____ F. 500 - 999 employees
_____ G. 1,000 and more employees

19- *If you were employed full time in your first job after leaving Harper, please check (x) what your annual salary was.*

_____ A. Under $7,000 per year or $3.36 per hour
_____ B. $ 7,000 - $ 8,999 per year or $ 3.37 - $ 4.32 per hour
_____ C. $ 9,000 - $ 9,999 per year or $ 4.33 - $ 4.80 per hour
_____ D. $10,000 - $11,999 per year or $ 4.82 - $ 5.76 per hour
_____ E. $12,000 - $14,999 per year or $ 5.77 - $ 7.20 per hour
_____ F. $15,000 - $19,999 per year or $ 7.21 - $ 9.61 per hour
_____ G. $20,000 - $25,000 per year or $ 9.62 - $12.01 per hour
_____ H. $25,000 - $30,000 per year or $12.02 - $14.41 per hour
_____ I. $30,000 - $35,000 per year or $14.42 - $16.82 per hour
_____ J. $35,000 - $40,000 per year or $16.83 - $19.21 per hour
_____ K. $40,000 - $50,000 per year or $19.23 - $24.04 per hour
_____ L. Over $50,000 per year or $24.04 per hour

20- *If you were employed part time in your first job after leaving Harper, please check (x) your wage rate.*

_____ A. Under $3.36 per hour
_____ B. $ 3.37 - $ 4.32 per hour
_____ C. $ 4.33 - $ 4.80 per hour
_____ D. $ 4.82 - $ 5.76 per hour
_____ E. $ 5.77 - $ 7.20 per hour
_____ F. $ 7.21 - $ 9.61 per hour
_____ G. $ 9.62 - $12.01 per hour
_____ H. $12.02 - $14.41 per hour
_____ I. $14.42 - $16.82 per hour
_____ J. $16.83 - $19.22 per hour
_____ K. $19.23 - $24.04 per hour
_____ L. Over $24.04 per hour

21- *If you are currently employed full time, please check (x) your annual salary.*

_____ A. Under $7,000 per year or $3.36 per hour
_____ B. $ 7,000 - $ 8,999 per year or $ 3.37 - $ 4.32 per hour
_____ C. $ 9,000 - $ 9,999 per year or $ 4.33 - $ 4.80 per hour
_____ D. $10,000 - $11,999 per year or $ 4.82 - $ 5.76 per hour
_____ E. $12,000 - $14,999 per year or $ 5.77 - $ 7.20 per hour
_____ F. $15,000 - $19,999 per year or $ 7.21 - $ 9.61 per hour
_____ G. $20,000 - $25,000 per year or $ 9.62 - $12.01 per hour
_____ H. $25,000 - $30,000 per year or $12.02 - $14.41 per hour
_____ I. $30,000 - $35,000 per year or $14.42 - $16.82 per hour
_____ J. $35,000 - $40,000 per year or $16.83 - $19.21 per hour
_____ K. $40,000 - $50,000 per year or $19.23 - $24.04 per hour
_____ L. Over $50,000 per year or $24.04 per hour

22- If you are currently employed part time, please check (x) your wage rate.

_____ A. Under $3.36 per hour
_____ B. $ 3.37 - $ 4.32 per hour
_____ C. $ 4.33 - $ 4.80 per hour
_____ D. $ 4.82 - $ 5.76 per hour
_____ E. $ 5.77 - $ 7.20 per hour
_____ F. $ 7.21 - $ 9.61 per hour
_____ G. $ 9.62 - $12.01 per hour
_____ H. $12.02 - $14.41 per hour
_____ I. $14.42 - $16.82 per hour
_____ J. $16.83 - $19.22 per hour
_____ K. $19.23 - $24.04 per hour
_____ L. Over $24.04 per hour

23- Where is your current employer located? Check (x) one.

_____ A. in the Harper District
_____ B. Surrounding suburbs
_____ C. Downtown Chicago
_____ D. 40-100 miles away in Illinois
_____ E. Over 100 miles away in Illinois
_____ F. Out-of-State

24- Have you attended college since leaving Harper? Check (x) one.

_____ A. No
_____ B. Took a few courses at another college but not now enrolled.
Major_____
_____ C. Now enrolled, working on a bachelor's degree.
Major_____
_____ D. Have achieved a bachelors degree
Major_____

25- If you have enrolled at another college since leaving Harper, which SEC courses transferred?_____
_____

26- Which <u>two</u> Word Processing classes at Harper helped you the <u>most</u>?

A._____
B._____

27- Which <u>two</u> Word Processing classes at Harper helped you the <u>least</u>?

A._____
B._____

28- How did you find your first job after leaving Harper? Check (x) the one most important means.

_____ A. Harper faculty
_____ B. Harper Job Placement Service
_____ C. Networking
_____ D. Newspaper
_____ E. Employment
_____ F. Internship
_____ G. Volunteer work
_____ H. Re-Entry Program
_____ I. Specify -_____
_____

29- What is your current job title? Check (x) one.

_____ A. Administrative Assistant
_____ B. Administrative Secretary
_____ C. Executive Secretary
_____ D. Secretary
_____ E. Legal Secretary
_____ F. Paralegal
_____ G. Office Manager
_____ H. Other - specify _____

30- How did you find out about Word Processing Courses? Check (x) all that apply.

_____ A. High School counselor	_____ F. Newspaper ad or article
_____ B. High School teacher	_____ G. Harper College catalog
_____ C. Harper counselor	_____ H. Harper newspaper schedule
_____ D. Friend/Relative	_____ I. Other - specify _____

_____

Indicate Frequency of Use and Preparedness in the Following Software/Skills:

		Frequency of Use	Preparedness
		1 - Very Often	1 - Very Well
		2 - Often	2 - Well
		3 - Occasionally	3 - Somewhat
		4 - Never	4 - Not Prepared
	Computer		
31-	IBM/compatible - 286 processor	_____	_____
32-	IBM/compatible - 386 processor	_____	_____
33-	IBM/compatible - 486 processor	_____	_____
	Word Processing Software		
34-	WordPerfect 5.1	_____	_____
35-	WordPerfect 5.1 Desktop Publishing	_____	_____
36-	WordPerfect 5.1 Merges	_____	_____
37-	WordPerfect 5.1 Tables	_____	_____
38-	WordPerfect 5.1 Macros	_____	_____
39-	WordPerfect 6.0 for DOS	_____	_____
40-	WordPerfect 6.0 for Windows	_____	_____
41-	WordPerfect Office	_____	_____
42-	Microsoft Word for Windows 2.0	_____	_____
43-	Microsoft Word 5 for DOS	_____	_____
44-	Microsoft Word for Windows 6.0	_____	_____
45-	Display Write 4	_____	_____
46-	Microsoft Works	_____	_____
47-	Other - Specify _____	_____	_____
	_____		
	File Management		
48-	Change directories	_____	_____
49-	Format disks	_____	_____
50-	Copy and move files (floppy disks)	_____	_____
51-	Copy and move files (hard disk)	_____	_____
52-	Create directories and subdirectories	_____	_____
53-	Change directories	_____	_____
54-	Remove directories	_____	_____
	Electronic Mail		
55-	Send and receive mail messages	_____	_____
56-	Schedule appointments and meetings	_____	_____
57-	Maintain electronic calendar	_____	_____

A

COURSE NAME: SEC/133 - WORD PROCESSING SOFTWARE I

61- *Do you feel this course covered the areas you were interested in learning?*

_____ A. *Yes*
_____ B. *No*

62- *Check (x) all those statements which were true for you in the class.*

_____ A. *The amount of information presented was appropriate for the length of the class.*
_____ B. *The material was covered at an appropriate pace.*
_____ C. *This class has met my individual needs.*
_____ D. *This class provided the right balance between "hands-on" and lecture.*
_____ E. *This class will be helpful to me in my job.*
_____ F. *Only one software should be offered in each class section.*
_____ G. *The textbook was appropriate and useful.*
_____ H. *The instructor was knowledgeable and helpful.*
_____ I. *The class was well organized.*
_____ J. *Supplemental handouts were adequate.*
_____ K. *Pretest helped me prepare for final exam.*
_____ L. *The course should have been self-taught with instructor available.*
_____ M. *Student's work was evaluated often enough.*
_____ N. *There should be more graded assignments.*

63- *What topics did you find useful?*_____
_____
_____

64- *Were there any topics that you did not find useful?*_____
_____
_____

65- *Is there anything that you would have liked to have spent more time on?*_____
_____
_____

66- *Were there any topics in this course that helped you in your job? If yes, in what way?*_____
_____
_____

67- *Any suggestions for improvements to this course or for the instructor?*_____
_____
_____

68- *Would you recommend this course to other students?*

_____ A. *Yes*
_____ B. *No*

COURSE NAME: SEC/141 - WORD PROCESSING SOFTWARE II

71- *Do you feel this course covered the areas you were interested in learning?*

_____ *A. Yes*
_____ *B. No*

72- *Check (x) all those statements which were true for you in the class.*

_____ *A. The amount of information presented was appropriate for the length of the class.*
_____ *B. The material was covered at an appropriate pace.*
_____ *C. This class has met my individual needs.*
_____ *D. This class provided the right balance between "hands-on" and lecture.*
_____ *E. This class will be helpful to me in my job.*
_____ *F. Only one software should be offered in each class section.*
_____ *G. The textbook was appropriate and useful.*
_____ *H. The instructor was knowledgeable and helpful.*
_____ *I. The class was well organized.*
_____ *J. Supplemental handouts were adequate.*
_____ *K. Pretest helped me prepare for final exam.*
_____ *L. The course should have been self-taught with instructor available.*
_____ *M. Student's work was evaluated often enough.*
_____ *N. There should be more graded assignments.*

73- *What topics did you find useful?*_____
_____
_____

74- *Were there any topics that you did not find useful?*_____
_____
_____

75- *Is there anything that you would have liked to have spent more time on?*_____
_____
_____

76- *Were there any topics in this course that helped you in your job? If yes, in what way?*_____
_____
_____

77- *Any suggestions for improvements to this course or for the instructor?*_____
_____
_____

78- *Would you recommend this course to other students?*

_____ *A. Yes*
_____ *B. No*

COURSE NAME: SEC/150 - SURVEY OF WORD PROCESSING SOFTWARE APPLICATIONS

81- *Do you feel this course covered the areas you were interested in learning?*

_____ *A. Yes*
_____ *B. No*

82- *Check (x) all those statements which were true for you in the class.*

_____ *A. The amount of information presented was appropriate for the length of the class.*
_____ *B. The material was covered at an appropriate pace.*
_____ *C. This class has met my individual needs.*
_____ *D. This class provided the right balance between "hands-on" and lecture.*
_____ *E. This class will be helpful to me in my job.*
_____ *F. Only one software should be offered in each class section.*
_____ *G. The textbook was appropriate and useful.*
_____ *H. The instructor was knowledgeable and helpful.*
_____ *I. The class was well organized.*
_____ *J. Supplemental handouts were adequate.*
_____ *K. Pretest helped me prepare for final exam.*
_____ *L. The course should have been self-taught with instructor available.*
_____ *M. Student's work was evaluated often enough.*
_____ *N. There should be more graded assignments.*

83- *What topics did you find useful?*_____

_____

_____

84- *Were there any topics that you did not find useful?*_____

_____

_____

85- *Is there anything that you would have liked to have spent more time on?*_____

_____

_____

86- *Were there any topics in this course that helped you in your job? If yes, in what way?*_____

_____

_____

87- *Any suggestions for improvements to this course or for the instructor?*_____

_____

_____

88- *Would you recommend this course to other students?*

_____ *A. Yes*
_____ *B. No*

COURSE NAME: SEC/200 - ADVANCED WORD PROCESSING TECHNIQUES

91- *Do you feel this course covered the areas you were interested in learning?*

_____ A. *Yes*
_____ B. *No*

92- *Check (x) all those statements which were true for you in the class.*

_____ A. *The amount of information presented was appropriate for the length of the class.*
_____ B. *The material was covered at an appropriate pace.*
_____ C. *This class has met my individual needs.*
_____ D. *This class provided the right balance between "hands-on" and lecture.*
_____ E. *This class will be helpful to me in my job.*
_____ F. *Only one software should be offered in each class section.*
_____ G. *The textbook was appropriate and useful.*
_____ H. *The instructor was knowledgeable and helpful.*
_____ I. *The class was well organized.*
_____ J. *Supplemental handouts were adquate.*
_____ K. *Pretest helped me prepare for final exam.*
_____ L. *The course should have been self-taught with instructor available.*
_____ M. *Student's work was evalauted often enough.*
_____ N. *There should be more graded assignments.*

93- *What topics did you find useful?*_____

_____

_____

94- *Were there any topics that you did not find useful?*_____

_____

_____

95- *Is there anything that you would have liked to have spent more time on?*_____

_____

_____

96- *Were there any topics in this course that helped you in your job? If yes, in what way?*_____

_____

_____

97- *Any suggestions for improvements to this course or for the instructor?*_____

_____

_____

98- *Would you recommend this course to other students?*

_____ A. *Yes*
_____ B. *No*

_____
E

COURSE NAME: SEC/201 - ADVANCED FEATURES IN WORD PROCESSING

101- *Do you feel this course covered the areas you were interested in learning?*

_____ A. Yes
_____ B. No

102- *Check (x) all those statements which were true for you in the class.*

_____ A. The amount of information presented was appropriate for the length of the class.
_____ B. The material was covered at an appropriate pace.
_____ C. This class has met my individual needs.
_____ D. This class provided the right balance between "hands-on" and lecture.
_____ E. This class will be helpful to me in my job.
_____ F. Only one software should be offered in each class section.
_____ G. The textbook was appropriate and useful.
_____ H. The instructor was knowledgeable and helpful.
_____ I. The class was well organized.
_____ J. Supplemental handouts were adequate.
_____ K. Pretest helped me prepare for final exam.
_____ L. The course should have been self-taught with instructor available.
_____ M. Student's work was evaluated often enough.
_____ N. There should be more graded assignments.

103- *What topics did you find useful?*_____
_____
_____

104- *Were there any topics that you did not find useful?*_____
_____
_____

105- *Is there anything that you would have liked to have spent more time on?*_____
_____
_____

106- *Were there any topics in this course that helped you in your job? If yes, in what way?*_____
_____
_____

107- *Any suggestions for improvements to this course or for the instructor?*_____
_____
_____

108- *Would you recommend this course to other students?*

_____ A. Yes
_____ B. No

COURSE NAME: SEC/202 - DESKTOP PUBLISHING USING WORD PROCESSING

111- Do you feel this course covered the areas you were interested in learning?

_____ A. Yes
_____ B. No

112- Check (x) all those statements which were true for you in the class.

_____ A. The amount of information presented was appropriate for the length of the class.
_____ B. The material was covered at an appropriate pace.
_____ C. This class has met my individual needs.
_____ D. This class provided the right balance between "hands-on" and lecture.
_____ E. This class will be helpful to me in my job.
_____ F. Only one software should be offered in each class section.
_____ G. The textbook was appropriate and useful.
_____ H. The instructor was knowledgeable and helpful.
_____ I. The class was well organized.
_____ J. Supplemental handouts were adquate.
_____ K. Pretest helped me prepare for final exam.
_____ L. The course should have been self-taught with instructor available.
_____ M. Student's work was evaluated often enough.
_____ N. There should be more graded assignments.

113- What topics did you find useful?_____
_____
_____

114- Were there any topics that you did not find useful?_____
_____
_____

115- Is there anything that you would have liked to have spent more time on?_____
_____
_____

116- Were there any topics in this course that helped you in your job? If yes, in what way?_____
_____
_____

117- Any suggestions for improvements to this course or for the instructor?_____
_____
_____

118- Would you recommend this course to other students?

_____ A. Yes
_____ B. No

COURSE NAME: SEC/203 - PROOFREADING AND EDITING

121- *Do you feel this course covered the areas you were interested in learning?*

_____ A. *Yes*
_____ B. *No*

122- *Check (x) all those statements which were true for you in the class.*

_____ A. *The amount of information presented was appropriate for the length of the class.*
_____ B. *The material was covered at an appropriate pace.*
_____ C. *This class has met my individual needs.*
_____ D. *This class provided the right balance between "hands-on" and lecture.*
_____ E. *This class will be helpful to me in my job.*
_____ F. *Only one software should be offered in each class section.*
_____ G. *The textbook was appropriate and useful.*
_____ H. *The instructor was knowledgeable and helpful.*
_____ I. *The class was well organized.*
_____ J. *Supplemental handouts were adquate.*
_____ K. *Pretest helped me prepare for final exam.*
_____ L. *The course should have been self-taught with instructor available.*
_____ M. *Student's work was evaluated often enough.*
_____ N. *There should be more graded assignments.*

123- *What topics did you find useful?*_____
_____
_____

124- *Were there any topics that you did not find useful?*_____
_____
_____

125- *Is there anything that you would have liked to have spent more time on?*_____
_____
_____

126- *Were there any topics in this course that helped you in your job? If yes, in what way?*_____
_____
_____

127- *Any suggestions for improvements to this course or for the instructor?*_____
_____
_____

128- *Would you recommend this course to other students?*

_____ A. *Yes*
_____ B. *No*

COURSE NAME: SEC/204 - MACROS FOR WORD PROCESSING

131- *Do you feel this course covered the areas you were interested in learning?*

_____ A. *Yes*
_____ B. *No*

132- *Check (x) all those statements which were true for you in the class.*

_____ A. *The amount of information presented was appropriate for the length of the class.*
_____ B. *The material was covered at an appropriate pace.*
_____ C. *This class has met my individual needs.*
_____ D. *This class provided the right balance between "hands-on" and lecture.*
_____ E. *This class will be helpful to me in my job.*
_____ F. *Only one software should be offered in each class section.*
_____ G. *The textbook was appropriate and useful.*
_____ H. *The instructor was knowledgeable and helpful.*
_____ I. *The class was well organized.*
_____ J. *Supplemental handouts were adequate.*
_____ K. *Pretest helped me prepare for final exam.*
_____ L. *The course should have been self-taught with instructor available.*
_____ M. *Student's work was evaluated often enough.*
_____ N. *There should be more graded assignments.*

133- *What topics did you find useful?*_____
_____
_____

134- *Were there any topics that you did not find useful?*_____
_____
_____

135- *Is there anything that you would have liked to have spent more time on?*_____
_____
_____

136- *Were there any topics in this course that helped you in your job? If yes, in what way?*_____
_____
_____

137- *Any suggestions for improvements to this course or for the instructor?*_____
_____
_____

138- *Would you recommend this course to other students?*

_____ A. *Yes*
_____ B. *No*

COURSE NAME: SEC/205 - USING TABLES IN WORD PROCESSING

141- *Do you feel this course covered the areas you were interested in learning?*

_____ A. *Yes*
_____ B. *No*

142- *Check (x) all those statements which were true for you in the class.*

_____ A. *The amount of information presented was appropriate for the length of the class.*
_____ B. *The material was covered at an appropriate pace.*
_____ C. *This class has met my individual needs.*
_____ D. *This class provided the right balance between "hands-on" and lecture.*
_____ E. *This class will be helpful to me in my job.*
_____ F. *Only one software should be offered in each class section.*
_____ G. *The textbook was appropriate and useful.*
_____ H. *The instructor was knowledgeable and helpful.*
_____ I. *The class was well organized.*
_____ J. *Supplemental handouts were adequate.*
_____ K. *Pretest helped me prepare for final exam.*
_____ L. *The course should have been self-taught with instructor available.*
_____ M. *Student's work was evaluated often enough.*
_____ N. *There should be more graded assignments.*

143- *What topics did you find useful?*_____

_____

_____

144- *Were there any topics that you did not find useful?*_____

_____

_____

145- *Is there anything that you would have liked to have spent more time on?*_____

_____

_____

146- *Were there any topics in this course that helped you in your job? If yes, in what way?*_____

_____

_____

147- *Any suggestions for improvements to this course or for the instructor?*_____

_____

_____

148- *Would you recommend this course to other students?*

_____ A. *Yes*
_____ B. *No*

_____
J

COURSE NAME: SEC/206 - USING MERGES IN WORD PROCESSING

151- Do you feel this course covered the areas you were interested in learning?

_____ A. Yes
_____ B. No,

152- Check (x) all those statements which were true for you in the class.

_____ A. The amount of information presented was appropriate for the length of the class.
_____ B. The material was covered at an appropriate pace.
_____ C. This class has met my individual needs.
_____ D. This class provided the right balance between "hands-on" and lecture.
_____ E. This class will be helpful to me in my job.
_____ F. Only one software should be offered in each class section.
_____ G. The textbook was appropriate and useful.
_____ H. The instructor was knowledgeable and helpful.
_____ I. The class was well organized.
_____ J. Supplemental handouts were adequate.
_____ K. Pretest helped me prepare for final exam.
_____ L. The course should have been self-taught with instructor available.
_____ M. Student's work was evaluated often enough.
_____ N. There should be more graded assignments.

153- What topics did you find useful?_____
_____
_____

154- Were there any topics that you did not find useful?_____
_____
_____

155- Is there anything that you would have liked to have spent more time on?_____
_____
_____

156- Were there any topics in this course that helped you in your job? If yes, in what way?_____
_____
_____

157- Any suggestions for improvements to this course or for the instructor?_____
_____
_____

158- Would you recommend this course to other students?

_____ A. Yes
_____ B. No

Operational Staff:

Janice A. Cook, Administrative Secretary
Cal Meltesen, Research Analyst
Karla Hill, Research Clerk
Donna Woodruff, Clerk
Susannah Swift, Clerk

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